

VIRGINIA Relay Service

July, 2002

Commendations

TTY July 1, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice July 1, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY July 6, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY July 8, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY July 9, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY July 9, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY July 9, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY July 12, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice July 14, 2002

The customer commended the CA for being professional.

Category: CA/OPR Related

Voice July 22, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY July 23, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY July 27, 2002

The customer commended the CA for typing background noise.

Category: CA/OPR Related

TTY July 28, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY July 29, 2002

The customer commended the CA for relaying verbatim, and providing the tone of the voice caller.

Category: CA/OPR Related

Complaints

TTY July 1, 2002

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 1, 2002

TTY July 6, 2002

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and transferred the customer to another CA to place her call.

Contact Closed: July 6, 2002

TTY July 9, 2002

The customer complained AT&T had billed her long distance relay calls, but MCI is her profiled long distance carrier.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized to the customer, corrected her profile, and sent her long distance certificates.

Contact Closed: August 3, 2002

TTY July 22, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized, and let the customer know his/her complaint would be reported.

Contact Closed: July 24, 2002

TTY July 31, 2002

The customer complained that the CA would not place his call without alternate billing.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that a restriction on the line prevents long distance and toll calls being made without billing.

Contact Closed: July 31, 2002

TTY July 31, 2002

The customer was upset that two CAs were not able to retrieve her voicemail messages.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and explained that the CAs may have had technical problems.

Contact Closed: July 31, 2002

Inquiries/Comments

TTY July 1, 2002

The customer asked why she got disconnected from the relay service.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and processed the call for the customer.

Contact Closed: July 1, 2002

TTY July 2, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: July 2, 2002

TTY July 2, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Set up the profile for the customer.

Contact Closed: July 9, 2002

TTY July 2, 2002

The customer wondered if she could provide special instructions before a relay call for the CA to follow.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Explained to the customer that she could give special instructions to the CA before her call, and the CA should comply.

Contact Closed: July 3, 2002

TTY July 3, 2002

Entered the profile, and advised the customer it had been done.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer

Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: July 8, 2002

Voice July 8, 2002

The caller requested information on 711 Relay.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Faxed the caller a relay brochure with 711 information.

Contact Closed: July 8, 2002

Voice July 9, 2002

The customer wondered if his prepaid cell phone would work with AT&T Wireless Service.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the customer to AT&T Wireless Services.

Contact Closed: July 10, 2002

TTY July 11, 2002

The customer asked if his pager is compatible with the Relay Service.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Explained normal pagers are not compatible with the Relay Service. Referred the customer to a product distributor for wireless TTY information.

Contact Closed: July 12, 2002

Voice July 18, 2002

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: July 20, 2002

TTY July 21, 2002

The customer wanted information on discount calling plans for TTY users.

Category: Billing/Rate

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the customer to AT&T Accessible Needs.

Contact Closed: July 23, 2002

TTY July 22, 2002

The customer suggested CAs press firmly on their keyboards to help eliminate garbling.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: July 22, 2002

Voice July 23, 2002

The customer requested assistance testing his/her equipment.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Assisted customer in testing the equipment.

Contact Closed: July 23, 2002

TTY July 25, 2002

The customer requested information on the confidentiality policy of AT&T Relay.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Provided the customer with the information requested.

Contact Closed: July 26, 2002

Voice July 29, 2002

The caller wonder how involved the CAs become during relay calls.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained CAs are required to relay verbatim, and do not participate in the call. Also, sent the caller brochures as requested.

Contact Closed: July 30, 2002

TTY July 30, 2002

The customer wondered if a change in his auto answer greeting would cause a problem with the relay.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Upon reaching the customer he said things seemed to be working fine. He said he would report any problems he experiences.

Contact Closed: July 31, 2002